

January 24, 2003

CHDP Provider Information Notice No.: 03-01

TO: ALL CHILD HEALTH AND DISABILITY PREVENTION (CHDP)  
PROGRAM PROVIDERS

SUBJECT: FREQUENTLY ASKED QUESTIONS ABOUT THE CHDP GATEWAY

### **CHDP Gateway Highlights**

- Starting July 1, 2003, CHDP providers will be required to assist with the pre-enrollment of uninsured children into the Medi-Cal Program with the new CHDP Gateway Pre-Enrollment Application (revised DHS 4073) using either the Medi-Cal Website or the Point of Service (POS) Network.
- Delivery of CHDP services for children with no cost Medi-Cal will remain the same as they are now.
- Children under 19 years of age, who are pre-enrolled into temporary Medi-Cal at the time of a CHDP health assessment will receive full-scope Fee for Service benefits for up to two months. Eligibility will be based on family size and income.
- Children who are not eligible for either program would continue to receive CHDP screening services in accordance with the CHDP periodicity schedule.

### **CHDP Gateway Features**

- Pre-enrollment into temporary Medi-Cal will be fast and easy.
- Electronic submission of pre-enrollment application will result in an immediate eligibility response.



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[www.consumerenergycenter.org/flex/index.html](http://www.consumerenergycenter.org/flex/index.html)

Children's Medical Services Branch  
714/744 P Street, P.O. Box 942732, Sacramento, CA 94234-7320  
(916) 327-1400

Internet Address: <http://www.dhs.ca.gov/pcfh/cms>

- Eligible children may receive CHDP Health Assessments and any necessary follow-up care for problems identified during a health assessment.
- Families can request an application for continuing health care coverage through Medi-Cal or Healthy Families beyond the pre-enrollment period.

### **CHDP Gateway Provider Access Requirements**

To submit the Gateway Pre-enrollment Application on the Medi-Cal Website or on the POS Network, a CHDP provider must have:

- Internet Explorer (IE) version 5.0 or higher or Netscape Navigator version 4.0 or higher and the ability to print an immediate need document for the client.
- A Medi-Cal POS Network/Internet Agreement form on file with the Department of Health Services. CHDP providers that do not have this form on file can call the POS Helpdesk, at 1-800-427-1295 to obtain an agreement form. Mail the completed agreement form to:

EDS Corporation  
Attn: POS Helpdesk  
3215 Prospect Park Drive  
Rancho Cordova, CA 95670-6017

- A valid Provider Identification Number (PIN). Providers who do not currently have a PIN may request it by completing a DHS supplemental application. These forms can be obtained by calling the Provider Support Center (PSC), at 1-800-541-5555.

Providers with a PIN should assure that their PIN is active.

If a provider does not have an active PIN, the provider may request a PIN by completing a DHS supplemental application. These forms can be obtained by calling the Provider Support Center (PSC), at 1-800-541-5555.

- A current address associated with a POS Device.

To update the address of where the POS Device is located, please call the POS Helpdesk, at 1-800-427-1295.

CHDP Provider Information Notice No.: 03-01  
Page 3  
January 24, 2003

To update the address of the provider office with DHS, please call the PSC at 1-800-541-5555 and request a supplemental application and notify your local CHDP Program.

Electronic Pre-enrollment Application Training for CHDP providers and their staff will be held throughout the state beginning in late April through June 2003. Additional information and training opportunities will be forthcoming.

Additional descriptive information about the CHDP Gateway is included in the enclosed "Frequently Asked Questions about the CHDP Gateway".

If you have any questions regarding the CHDP Gateway, please contact your local CHDP Program.

**Original Signed by Maridee Gregory, M.D.**

Maridee A. Gregory, M.D., Chief  
Children's Medical Services Branch

Enclosures

## **Frequently Asked Questions about the CHDP Gateway**

### **1. What is the CHDP Gateway?**

The Child Health and Disability Prevention (CHDP) Program will be a "Gateway" to provide access for over one million uninsured children to the Medi-Cal or Healthy Families Program through an automated pre-enrollment process.

### **2. How do my patients benefit from the Gateway?**

- A single online application event will determine eligibility for temporary enrollment into Medi-Cal or Healthy Families.
- Pre-enrollment provides immediate temporary full-scope comprehensive healthcare coverage to qualifying children for the month of application and the subsequent month.

### **3. When does it start?**

The Department of Health Services is planning to implement the CHDP Gateway on July 1, 2003.

### **4. What is required of providers?**

- Office staff will need Internet access and training to use the electronic CHDP Pre-enrollment application form.
- CHDP Pre-enrollment application forms (a revised DHS 4073) will be available at the Medi-Cal website and need to be in your stock of forms.

CHDP enrolled providers will use an Internet-based enrollment application to determine financial eligibility for CHDP health assessments and to pre-enroll children into Medi-Cal. The automated pre-enrollment process will:

- authorize a Benefits Identification Card (BIC). The card will be mailed to the family within 10 days of the CHDP visit.
- print an immediate eligibility document so that the child can obtain necessary health care and/or pharmaceuticals.
- establish temporary eligibility during the month of application and the following month. Children who are not eligible for Medi-Cal or Healthy Families will continue to receive CHDP preventive services based on CHDP periodicity.

**5. What if the staff in my office does not have access to the Internet and the child is waiting in my office to be seen?**

Providers will also be able to Pre-enroll children by using a Medi-Cal Point of Service (POS) Device that is available free from the Medi-Cal Program.

**6. What paper work is involved?**

The family will fill out the new DHS 4073. This should be retained in the patient's chart.

**7. How will I be paid for health assessments of children completing a pre-enrollment application and given a Benefits Identification Card number?**

The Confidential Screening/Billing and Report Form (PM 160) will continue to be used for billing and reporting purposes for CHDP health assessments. Each patient will have a BIC number and this number will be a required entry on the PM 160. Attachment of the DHS 4073 to the PM 160 will not be required for payment after July 1, 2003.

**8. How much time is the pre-enrollment transaction expected to take in the provider's office?**

Gateway Pre-enrollment will take an average of 6.3 minutes.

**9. What services is the child eligible for during this pre-enrollment period?**

The child is eligible for full scope Fee-for-Service Medi-Cal during the month of application and the following month. This includes medical, dental, vision, and mental health benefits.

**10. What happens if the child has other insurance like membership in a Medi-Cal Managed Care Plan or Healthy Families Plan and I am not their provider?**

When the computer system checks for eligibility, if a child is found to be eligible and enrolled in a Medi-Cal Managed Care plan or a Healthy Families plan, you will be asked to refer them to the health plan for CHDP services. If you are not a provider participating in the child's health plan provider network you can not be reimbursed for the child's CHDP health assessment.

**11. If I am unable to complete all the tests/procedures of the health assessment on the day the child is in my office, can I see the child again and expect to be reimbursed for a partial health assessment?**

Yes.

**12. What documents do I have to maintain to show I had information the child was eligible?**

Both the Internet and POS Device will transmit an eligibility confirmation message that you will be able to print for retention in your records.

**13. What do I have to tell the family?**

You will be provided with a brochure to give to parents that will tell them about their health care coverage for the pre-enrollment period (the month of enrollment and the following month). A joint Medi-Cal/Healthy Families application will be mailed to them. They will need to complete the supplemental application so that full health care coverage can continue beyond the second month.

**14. What documentation of health care coverage do I need to request from the family so that I can be reimbursed for follow up visits?**

An immediate eligibility document will be printed when the pre-enrollment application is processed. This document will allow you and other Medi-Cal or Denti-Cal providers to bill for subsequent services provided to the child. You will be able to refer the child for additional treatment to other fee-for-service Medi-Cal providers or have the child get a prescription filled. Within 10 days of pre-enrollment, the child will receive a BIC which can be used to confirm eligibility.

**15. Where can I get questions answered about the CHDP Gateway?**

Your local CHDP Program will provide information to you as it becomes available. The CHDP Program at the state level will send Provider Information Notices on the Gateway. Information is also available at the Medi-Cal website [www.medi-cal.ca.gov](http://www.medi-cal.ca.gov).